

# THE BENSON

PORTLAND

CURIO COLLECTION BY HILTON

The Benson Hotel, one of Portland's finest historic, luxury, boutique hotels and proud member of the Curio Collection by Hilton, is seeking a self-motivated individual for the position of **Executive Housekeeper**. We are looking for someone who is outgoing, organized, and comfortable with dynamic leadership. As the Director of Housekeeping, you will lead a dedicated team in upholding the high standards of courtesy and luxury The Benson is famous for.

You will be responsible for implementing and supporting safe working practices, high standards of professional cleaning, and policies that directly result in clean and comfortable accommodations to our guests. Your leadership of Housekeeping, Room Attendants, Laundry Attendants, House Attendants, Laundry Leads and Seamstress/Uniform Attendant will be key in providing our guests the perfect hotel experience.

## **Essential Functions/Tasks:**

- Responsible for overall cleanliness of hotel according to Benson Hotel standards
- Able to effectively inspect 25 or more rooms per day for cleanliness
- Must know and be well versed in every position in the housekeeping department
- Organize the selection, training, supervision, scheduling of new employees. Counsel employees
  - according to The Benson Hotel's policies and procedures
- Assist with cleaning rooms, inspecting rooms and cover the desk when necessary
- Supervise the Housekeeping, Laundry, and Janitorial Staff
- Conduct with monthly inventories
- Familiarity with hotel and guest room floor layout
- Promote employee empowerment
- Purchase all basic cleaning supplies, linen, and equipment
- Monitors payroll hours and reports
- Responsible for helping to implement and organize training regimens
- Assist with record-keeping, lost and found, administration of maintenance work orders
- Fulfilling guests needs (ie. ironing boards, early service, etc.)

- Inspect guest rooms for VIP arrivals
- Coordinate the needs of Housekeeping and Laundry
- Daily room assignments and distribution of keys
- Effectively manage time
- Meets or exceeds productivity standards
- Meet multiple priorities of business demands
- Attend all mandatory meetings
- Maintain a good working relationship with other departments, employees, and guests
- Complete other duties as assigned by supervisor to include cross-training
- Report all unsafe conditions immediately to the correct department
- Keep work area clean and organized

### **Service Standards to Guests, Employees and Others**

- Follow all appropriate policies and procedures and strive to improve operations
- Be totally versed in fire, evacuation, and safety procedures
- Ensure prompt and courteous service to guests to ensure all guest experiences are perfect
- Professionally deal with difficult situations / people
- Handle stressful situations, meet deadlines and able to multitask
- Maintain a clean and safe work environment
- Be aware of and understand the Union Contracts that are currently in effect and Coast Hotel's Employee Handbook.
- REMEMBER: COURTESY, RESPECT AND PROFESSIONALISM

### **Physical/Motion Requirements:**

- Lifting 20 pounds
- Occasionally sitting behind a desk in a backed chair doing paperwork and consulting with staffmembers
- Standing in laundry area and uniform room
- Frequent twisting when communicating with several people at one time
- Constant extending and reaching while exchanging papers and keys with guests and answering phones.
- Frequent handling and grasping telephones and room keys
- Computer keyboard use

### **Environmental Factors/Hazards:**

- Adhere to The Benson Hotel safety standards and procedures
- Be aware of the presence of chemicals in working environment (Reference: Material Safety Data Sheets)
- Operate large laundry machinery
- Exposure to cleaning supplies, noise, and variations in temperature

**Required Education, Experience, Training, Skills and License or Certificates:**

- High School Degree or equivalent
- 1-3 years prior housekeeping supervisory experience
- Knowledge of inventories, scheduling, and productivity
- Second Language helpful
- Experience in being efficient and timely in cleaning rooms
- Familiar with operation of computers
- Ability to communicate effectively with the public and other employees
- Must work well in fast pace, high pressure environment
- Demonstrate leadership and motivational skills

This position is a full-time salaried exempt position.

Salary DOE. Pre-employment drug screening and background check are required.

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

***Coast Hotels is an Equal Opportunity Employer. We thank all interested applicants; however only those selected for an interview will be contacted. Please no phone calls or drop ins.***

***Join us and be part of an exciting place to work!***